

Training Analysis in Improving Performance of Parking Workers in Pamulang Tangerang South Shop Houses

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ABSTRACT

The parking attendant, the person who helps arrange the vehicles in and out of the parking lot. The purpose of this study was to analyze training in improving the performance of parking workers in Ruko Pamulang, South Tangerang. This study uses qualitative research with the Focus Group Discussion method. Sources of data in this study, namely documents, archival records, interviews, direct observation, participant observation, and physical devices. The population in this study consisted of 12 people. In analyzing the various data coming in, researchers used the Chain of Evidence. Based on the results of the study it can be concluded that the performance of the parking attendant is quite good. Aspects of work quality have not been fulfilled to the full.

Keywords: Parking attendant; performance; training

INTRODUCTION

Human resources are very important in achieving the goals of an organization or company (Epstein & Harding, 2020; Ferris et al., 2007; Mikhaylov, Julia, & Eldar, 2014; Sinambela, 2016). The continuity or running of an organization can be influenced by, among others, the extent to which the company can utilize its human resources (Kazakovs, Verdina, & Arhipova, 2015; Lendzion, 2015; Sulistiyani & Rosidah, 2013). With various kinds of problems that exist in a company organization, namely with differences in the background of someone such as education, experience, economy, status, needs, expectations and so forth, requires companies to be able to manage and use it in such a way that can support the achievement of organizational goals want to achieve.

Through human resource management, organizations can take steps that will help meet the wants and needs of their members according to their abilities (Björkman & Lu, 1999; O'Sullivan, 2010; Ozkeser, 2019). Under these conditions, it is expected that workers have good behavior and work performance in carrying out their work as support for achieving their goals. This can result in the workforce can work optimally so that it will increase work productivity. Therefore employees must have adequate abilities in their fields. A person's ability and experience at work will affect how his work is done (Pittino, Visintin, Lenger, & Sternad, 2016; Vosloban, 2012). Likewise, it is expected that the parking attendants, even with low knowledge, still experience and a high will be able to produce good work so they get a good income as well.

According to (Handoko, 2011) that performance is an organizational process for evaluating and evaluating employee work performance. This activity can improve personnel decisions and provide feedback to employees about the implementation of their work. Performance is a

systematic way to evaluate the achievements, contributions, potential, and value of an employee (Brown, Gray, McHardy, & Taylor, 2015; Karatepe, 2013; Netemeyer & Maxham, 2007)

The parking attendant that is, the person who helps arrange the vehicles in and out of the parking lot. The parking attendant also serves to collect parking fees and give tickets to parking users when going out of a parking space. Usually a parking attendant is someone who has power in the area of a parking lot (for example, such as a traditional market) and parking attendants must also have a keen eye because they should not be cheated if a vehicle wants to go out is unknown then even money cannot be won.

The parking interpreter must provide services to all vehicles entering and leaving the parking lot; submit and or attach a vehicle parking ticket and receive payment of fees according to certain rates in it; maintain order, beauty, cleanliness and help the security of parked vehicles; if the weather is sweltering the parking lot must provide something to cover the heat of the seat on the motorcycle vehicle.

Based on observations, it was found that all parking personnel has a low education and a low working period, which is believed to result in inadequate service ie the parking staff only provide modest services without regard to the customers' satisfaction, they only simply want to get pay for today without thinking about what tomorrow looks like, The lack of creativity from parking workers or parking attendants, for example approaching parker users when they come while looking for a parking space, which usually appears only when parker users want to get out because they expect to be paid. so they don't think of a better future. The situation is expected to continue to the offspring or their children who get less attention and education, because of a lack of knowledge from their parents, in this case, is parking power.

METHOD

This study uses qualitative research methods with the Focus Group Discussion method, which aims to analyze training in improving the performance of parking workers in Ruko Pamulang, South Tangerang. Sources of data in this study, namely documents, archival records, interviews, direct observation, participant observation, and physical devices. The population in this study consisted of 12 people, which came from 6 parking points, which consisted of 2 people, so this study was called population research.

In analyzing the various data coming in, researchers used the Chain of Evidence, which carried out a comprehensive in-depth analysis of the research object, starting with describing training and performance identification followed by careful observation, to find gaps in the provision of training and work results. And of course with the discovery of these gaps in the desired changes obtained.

RESULT AND DISCUSSION

This performance appraisal is a key factor for developing an organization effectively and efficiently, due to a better program of policies for the human resources in the organization.

Performance

Based on the results of the study, it is known that in terms of appearance, the quality of performance is still not fulfilled properly, it is shown by the incomplete uniforms and attributes used by parking attendants. The physical appearance of the parking attendant can be seen from the completeness of the uniform worn. Apparatus of illegal parking control team up to the official parking attendants are generally required to wear uniforms, this is done as the identity of the officers in the field and to avoid people who can fool consumers who do not understand. Regarding the facilities, facilities, and infrastructure contained in the parking lot, it is still not good, besides that some attributes of the parking attendant are incomplete, such as not using a whistle and a stick lamp so that it cannot help the parking user maximally in parking the vehicle. The position of the vehicle parking placement in the official parking lot still looks not neat and orderly, there are still some vehicles whose placement looks messy making it difficult.

Dimensions of work quality based on reliability aspects are still not met properly, it is shown by the not yet maximum implementation of work following applicable regulations. Based on the strength aspect, the dimension of work quality cannot be maximally fulfilled because, in the implementation of illegal parking services, there are still many vehicles parked in the no-parking lot which are not dealt with. To control illegal parking, several stages of activities are carried out, starting from the activities of the unannounced inspection carried out by the Trantib team from the sub-district, to the provision of facilities and marketing at official parking places and services provided by official parking attendants so that the community can be more disciplined and interested in parking their vehicles in official parking lots and will not park in places that are not allowed, such as on roads where there are no parking markings, in areas that have no parking signs and even on sidewalks.

Aspects of work schedules and aspects of work completion can not be said to be good because there is a mismatch between the time of work implementation that has been set in the work schedule with practice and implementation in the field. Timeliness in measuring the performance of the transportation department in controlling parking around the Otto Iskandar Dinata road is still not optimal both in controlling illegal parking and controlling official parking.

The parking attendant dimensions of workability can be calculated by aspects of knowledge, attitudes, and skills. Knowledge aspects of parking officers also in the implementation of illegal parking control are quite good although still constrained by the lack of adequate facilities and infrastructure, aspects of attitude are still not fulfilled properly because in the field there are still officers who find unpleasant attitudes. For example in the service of consumers who want to park their cars often we find parking workers unenthusiastic and sometimes impressed not caring that the skills are sufficiently fulfilled. Regarding the knowledge of the parking interpreter in serving parking that the knowledge of only elementary and junior high school graduates. Unfortunately, the attitude of the officers is very diverse, some are friendly and some are not, it depends on their personalities. In terms of parking arrangements, the position of vehicle parking in the official parking lot still looks not neat and orderly, there are still some vehicles whose placement looks messy making it difficult for people to park and take their vehicles because they are blocked by other vehicles. The observation of the researcher is supported by statements from the parking user community who argue that the placement of the parking position is still not good and orderly so that sometimes people have difficulty when taking a parked vehicle. From the results of these observations and

observations, it is known that the officer's power in controlling and regulating parking is still not achieving optimal results.

Training

The officers' skills in controlling parking are good enough, supervision conducted by the coordinator to find out the performance of officers in the field. Based on the research results that the officers' skills in controlling parking are good enough. Officers seem to have a very good understanding of what needs to be done and can carry out their work properly and painstakingly. The parking attendant's skills to regulate the entry and exit of vehicles and adjust the placement of vehicles is quite good, but the lack of human resources and facilities as well as infrastructure causes the parking attendant to appear overwhelmed and unable to handle and evenly distribute all those who park their vehicles in official parking lots. So in the aspect of skills in improving workability in control are sufficiently fulfilled, but still constrained by limited facilities, infrastructure, and human resources.

The initiative dimension has three important aspects, namely care, responsibility, and will. The aspect of concern is still not maximally fulfilled, it is shown by the policing apparatus, parking attendants are always on guard to supervise parkers when assisting the public in parking their vehicles and in socializing socialization activities. Based on the aspect of responsibility, the responsibility of the parking attendant is quite good although it still needs to increase socialization activities by the disciplinary administration. Regarding apparatus concern in controlling illegal parking, officers' concern for their work is not good enough, this is indicated by the implementation of the work that is not following the applicable rules and regulations, understanding of the purpose of implementing the regulation also adds to the aspect of apparatus enforcement. However, the implementation is not following procedures, because in the implementation of illegal parking control, there are officers who stand guard in places prone to illegal parking and prone to traffic jams caused by parking officers who are less concerned in carrying out supervision of the parking conditions themselves and lack in socializing to Public.

The control team and the parking attendants only do the work according to the instructions of the team coordinator, the team coordinator should be more able to take the initiative in creating new solutions in parking control, but in reality, the control activities only focus on external problems such as controlling the drivers who park their vehicles carelessly without solving the root of the problem such as controlling the facilities and infrastructure of official parking facilities which would no longer be able to support the order and convenience of parking facilities such as insufficient parking spaces, parking markers that are starting to disappear.

Training Analysis of Performance of Parking Attendants Around Pamulang Shopping Center

The working relationship between officers and other parties is well established. Each party understands the duties and authority of each and also respects the duties and authority of his colleague. The working relationship with related parties takes place in a good and professional manner. Based on the results of observations conducted by researchers, researchers saw that the relationship of cooperation between related parties in the implementation of illegal parking runs well. This is indicated by the clear and procedural division of tasks. the vehicle reports to take

the vehicle and the next process is conducted by the prosecutor. From this process, it can be concluded that the working relationship of the Transportation Agency Apparatus in conducting the training in the form of direction and supervision of the Pamulang sub-district transit bent the root of the service of the maximum parking interpreter and was satisfactory for carvers and road users around it.

Harmonization is one of the most important aspects of the communication dimension. Communication is a tool for delivering messages and direction to parking attendants from terantib\will run well if between officers or employees have a harmonious relationship with each other and as stated earlier that good communication is one of the factors that support the success in delivering training material, especially because parking officers still have inadequate education. good communication between officers Trantib with officers will be able to improve the performance of parking officers. Concerning harmony between regulators in controlling illegal parking, harmonious relations between fellow officers and also between other parties established quite well, this is evidenced by good communication and also work results in accordance with what was planned at the time of preparation of the target operating location. Work relations between all parties involved are harmoniously established, always trying to maintain cohesiveness. Harmony between fellow officers and other government partners involved in the control of illegal parking is well established, but the harmony does not apply to some people, people often complain about the actions of officers who carry out the embezzlement and transportation without adequate and comprehensive socialization. In the aspect of cooperation in encouraging the communication dimension in controlling parking, it must be improved especially with the community.

The plotting team officers who are supposed to work in the no-parking area and the official parking area to oversee parking management from morning to evening, do not always be there according to the designated time. The hunting team only went around once, even though the officers were supposed to go around once every two hours from 9 am to 5 pm, then from observations made in official parking lots, researchers saw that parking attendant were less able to help the public in parking their vehicles. Based on the results of interviews and observations conducted by researchers, researchers can conclude that in terms of reliability of the parking interpreter can not be said to have met the dimensions of work quality properly. Strengths are resources and abilities that can be used to develop a competitive advantage

Discussion

Performance

Quality of work is a match between work results with predetermined standards, as a totality of features and characteristics of products or services that affect the ability to meet certain needs. The quality of work and the value of the work of parking attendants in the vicinity of the West Pamulang shopping area are from appearance, reliability, strength, and artistic ability. In the quality of work, 2 aspects can measure the dimensions of work quality. These aspects include the appearance and artistic aspects.

Regarding the availability of parking facilities, the law enforcement apparatus explains that the parking facilities are in the form of parking lots, markers and road signs, and parking support facilities such as post officers, lighting lamps, entrances, electronic timers and electronic doors at the parking facilities with the automatic entrance. to ensure that the yard

remains in good condition, maintenance is carried out by at least every day the parking lot is cleaned so that it is free from garbage and stagnant water, the parking lot that has holes or damaged patched or repaired, routinely at certain times, coating (overlay) on the parking pavement needs to be done. To maintain the parking lot, it is necessary to know the following things, such as parking facilities on the road body, patching, or coating is carried out following the maintenance of the road body by the road construction agency. In off-street parking facilities, parking managers must prepare pavement maintenance facilities/equipment, such as periodic maintenance of road markings and road signs by checking the road markings again to make them visible to the driver. Along with cleaning the parking lot, the road markings must be specially cleaned. Road signs must be replaced if the writing is not visible or is damaged. Road signs must be cleaned regularly so they are not covered by dirt.

Reliability is the application of resources used in the implementation of parking services as a form of dedication to the community. Reliability can be measured conceptually and operationally to provide maximum results in the services of the West Pamulang shopping area. The measures of reliability include performance, capability, strength, capability in servicing the shopping area in Pamulang Barat parking area. Controlling illegal parking must also be supported by the reliability of the parking interpreter in serving and helping the public to park their vehicles. The reliability of the parking attendants in the field is hampered by the lack of human resources and also adequate facilities so that the parking attendants find it difficult to carry out their duties in helping parking to the maximum. The lack of reliability of the parking attendant can be one of the factors that cause the public to choose to park their vehicles in illegal parking lots. The community thinks that it makes no difference to park a vehicle in an official parking lot and an illegal parking lot because an official parking attendant cannot help much when the public will park a vehicle. parking attendants who have not been managed well, while the strength that must be owned by parking attendants is the alertness of officers in serving parking users, arranging vehicle placement, and also providing security guarantees for vehicles parked in parking lots in Pamulang Barat. Controlling illegal parking officers are required to indiscriminately discipline any vehicles, and any vehicle parked in a prohibited parking area will be dealt with utilizing embezzlement, padlocking for the 4-wheeled vehicle the owner has left and transportation for 2-wheeled vehicles left by the owner and the marking at the place for vehicles that happen to have an owner. The physical strength of officers in carrying out performance is one of the most important aspects no provision regulates the physical strength of officers, but when on duty officers must be ensured to be in good health.

Timeliness is one important dimension in measuring whether or not performance is good. Time has three important aspects that can be used as measurements. Other aspects include work schedules and length of completion. Workability is the ability of officers to carry out work in a conceptual and operational technique. Workability can be characterized by knowledge, attitude, and skills. workability according to his expertise with indicators of expertise, attitudes, skills, and knowledge in controlling illegal parking around Pamulang Tamim and other places that affect the conditions of public order. Attitude is one of the important aspects of the dimension of workability. Attitude is a personal reflection of an officer in carrying out his work, both the worsening of the attitude carried out by the officer can influence the perception and respect of the community, attitude can also be one of the factors that lead to the achievement or failure of maximum work results. In general, the notion of attitude (attitude) is the feelings, thoughts, and

tendencies of officers who are more or less permanent in knowing certain aspects in the parking service environment.

Training

Skills which is one of the most important aspects of workability to improve the performance of a parking inspector, one of the supporting factors is the level of apparatus skills itself. The higher the level of the skills of an apparatus, it will be able to guide and deliver about how to serve customers well so that it can improve the performance of the parking attendant. The skills of officers through training and coaching activities. skills also require basic abilities to do work easily and precisely.

The initiative can be interpreted as an action to find the ease and speed in the implementation of work to find the easiest and fastest way to work. The initiative is characterized by having a desire to be able to, a curiosity, easier, faster, caring. The initiative is a match between the activities carried out with the authority and responsibilities based on regulations. Concern and responsibility as material for the apparatus of the control apparatus of the enforcement officers from Pamulang sub-district, the implementation of illegal parking control. Through the aspect of caring, it can be seen the extent to which officers care about their work and also the care of officers towards the community. Concern for the accuracy of the goal is the drive to reduce uncertainty in an environment.

In measuring performance, communication is one of the most important dimensions. In the communication dimension, there are three important aspects, namely cooperation, work relations, and harmony. The aspects of cooperation and working relations between the enforcement officers and other parties are well established. The harmony aspect tends to be good but it needs to be improved harmony with the community. Based on these aspects, it can be concluded that the communication dimension has been achieved quite well even though there is harmony with the community that still needs to be improved.

Training Analysis of the Performance of Parking Spursors Around the Pamulang Shopping Center

Cooperation in a job is necessary, without cooperation, the goal of a performance process is unlikely to be achieved properly. Every individual who works has limitations, so teamwork is needed to be able to complement each other so that goals and performance results will be achieved. Regarding the cooperation in controlling parking, the apparatus explained that in the implementation of illegal handling, the Parking Transportation Department collaborated with other parties, the Pamulang sub-district police. collaboration is also carried out with communities reporting locations where illegal parking has occurred. Furthermore, the Parking Control apparatus says that in the illegal Parking Control in collaboration with other parties, we also open cooperation with the public who want to report the locations of illegal parking. Controlling illegal parking looks like there is a collaboration between the Department of Transportation and other government officials such as the civil service police Unit, Pamulang sub-district. Good cooperation is needed to fulfilling more bizarre communication dimensions. better performance.

Work Relationship is how the procedures and rules of working together. A good working relationship between related parties will certainly be able to support the success of performance. Work relationships can also be called professional relationships. The working relationship

between officers and other parties is well established. each party understands the duties and authority of each and also respects the duties and authority of his colleague. The working relationship with related parties takes place in a good and professional manner. Based on the results of observations conducted by researchers, researchers saw that the relationship of cooperation between related parties in the implementation of illegal parking runs well.

CONCLUSION

Based on the results of the study it can be concluded that the performance of the parking attendant is quite good. Officers understand what must be done and can carry out their work properly and painstakingly. skills in improving work skills in controlling are sufficiently fulfilled. Aspects of work quality have not been fulfilled to the fullest because in the implementation of illegal parking services there are still many vehicles parked in the prohibited parking lot. The skills of officers in delivering training materials in improving the performance of parking interpreters can be seen from the harmony between fellow officers and other government partners who are involved in implementing well-controlled illegal parking.

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